

Frequently Asked Questions

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Benefits and Medical Records FAQs How can I go about changing my Payee? Who can I talk to about obtaining copies of my Medical Records? What is needed from me to release my records? Is there a fee for copies? How can I go about reviewing my medical records? If I disagree with anything in my records, can I change it?

Payment and Eligibility FAQs Do you charge for your services? Yes, individuals are charged for service based upon ability to pay. If you have Medicaid or private insurance you may be referred to another agency. Does SNAMHS pay for ambulance service if I have to be transferred to or from the Emergency Room? No, SNAMHS does not pay for ambulance service. If you have to be transferred to or from SNAMHS in an ambulance, you will be charged for that service by the ambulance service. Who is eligible for services at Southern Nevada Adult Mental Health Services? Individuals 18 years or older or legally emancipated minors who have a mental illness. I was told SNAMHS would fill my prescription for me for free? SNAMHS fills prescriptions only for individuals who qualify for income assistance and are previously receiving services from SNAMHS.

Applying for Services, Access and Services FAQs How do I apply for services? Individuals requesting services should go to the clinic nearest his/her home. Our clinics are located in North Las Vegas, East Las Vegas, West Las Vegas, and Henderson. What kind of services are offered at SNAMHS? SNAMHS offers a full range of inpatient and outpatient services for adults with mental illness. Here is a page with a description of our programs and services. I have just moved to Las Vegas. How do I find a nearby mental health service clinic or provider? Our clinics are located in North Las Vegas, East Las Vegas, West Las Vegas, and Henderson. If I move, do I have to change clinics? For your convenience you are assigned to a particular clinic according to your zip code. If you move or wish to change clinic locations, notify the clinic of your needs. How do I know the services at SNAMHS are of a good quality? SNAMHS is accredited by the Center for Medicare and Medicaid Services (CMS) and by the Joint Commission for Accreditation of Healthcare Organizations. You may review SNAMHS' Quality Report. If I am not satisfied with my treatment and services from SNAMHS, what recourse do I have? First, speak with your therapist directly. If you do not find resolution after that, ask to speak to his or her supervisor. You may also complete an Employee Compliment, Suggestion, Concerns Form. If you have still not received the help you need, you can file a grievance. If I have a safety or delivery of care concern, what recourse do I have? You may speak to SNAMHS employee. You may complete and submit a Consumer or Family Compliment, Suggestion, Concerns Form. If you are an employee, you may complete and submit a Employee Compliment, Suggestion, Concerns Form. You may also contact any of SNAMHS' licensing or accrediting bodies. Contact the Office of Performance Improvement at (702) 486-0826 for websites, addresses and/or telephone numbers. How can I be assured that my rights won't be violated? If any of your rights are limited or violated, you have the right to file complaints without fear of reprisal and to a due process procedure to remedy your complaints. Rights violations or questions should be referred to the office of Nevada Disability Advocacy and Law Center (NDALC). In Northern Nevada they can be reached at (775) 333-7878 or (800) 992-5715 and in Southern Nevada at (702) 257-8150 or (888) 399-3843.

Mental Health Court Services, Service Coordination and Specialized Services FAQs How do I refer an individual to the Mental Health Court Program? Clark County Courts, Specialty Courts Division completes the initial screening for the program. You can contact the Specialty Courts Division at 671-3291. Who is eligible for the Mental Health Court Program? Individuals who are 18 years or older or legally emancipated minors who are seriously mentally ill and have a history of frequent incarcerations qualify. The Mental Health Court Program provides services to the nonviolent offender. How do I refer an individual to the Intensive Service Coordination Program? Individuals can be referred by scheduling an assessment appointment at the Service Coordination Department, located at 6161 W. Charleston Boulevard in building #1 or by calling 486-6054. All referrals must be assessed before admittance into the program. Who is eligible for the Intensive Service Coordination Program? Individuals who are 18 years or older or legally emancipated minors who are seriously mentally ill and have an active legal case involving felony charges or a chronic history of felony charges qualify. I am not working but I want to work. How can I go about getting help to find a job? Job Services and psychosocial rehabilitation are available to individuals with a mental illness who need

assistance to secure and maintain jobs in the community. PSR employees contract with various private agencies as well as work cooperatively with the Bureau of Vocational Rehabilitation to provide work skill assessments, job development, job training, and follow-along services through job coaching. Are there places in town that provide shelter for the homeless? Here is a page with names and addresses of organizations providing assistance to the homeless in our area.

Clinical Appointments and Medication FAQs What happens if I miss several appointments in a row? It is important to keep your scheduled appointments. If you are unable to come to a scheduled appointment or miss an appointment, call the clinic. If you have no contact with the clinic for more than 120 days, your case will be closed. You will have to have your case re-opened to receive services again. If I'm having problems with my medications and my next appointment is one month away, who can I talk to? If you are having problems with your medication, it is important to contact the clinic.

Benefits and Medical Records FAQs How can I go about changing my Payee? Individuals must go to their local Social Security Office and request that the Payee be changed to another payee or themselves. An application will be given to the individual to bring to his/her family or mental health physician to complete and sign, stating that the patient may change their payee. Who can I talk to about obtaining copies of my Medical Records? What is needed from me to release my records? Is there a fee for copies? Medical Records can request the records from the site where the individual sees his/her Physician. If the individual is no longer active in any programs, the individual may request the records from the Health Information Services Department. Prior consent is required before information is released or disclosed or made available for review, except where a specific law or regulation or the internal administrative needs of the facility require or permit such access without consent. Please see our Privacy Notice. A reasonable fee of sixty-cents (.60) per page is charged to offset the costs associated with fulfilling the request. How can I go about reviewing my medical records? If I disagree with anything in my records, can I change it? In the event that a individual wishes to review, amend or restrict information in the record, SNAMHS will address the individual's request. Amendments will be done as an addendum. The patient will complete the form Request to Amend or Restrict the Medical Record and submit it to the Health Information Services Department (HIS). HIS will give a copy of the form to the patient and route the original and the medical record to the author of the entry. SNAMHS may deny the requested amendment for one of the following reasons:

- Protected health information was not generated by SNAMHS. Protected health information is not a part of the patient's designated record set
- As required by federal law and Nevada Revised Statutes, a licensed health care provider has determined that the requested access is likely to endanger the emotional or physical safety of the individual or another person.
- Protected health information is accurate and complete.

Upon completion of the request, the record may be amended. The agency may deny the request and the individual has the right to appeal.